



SUPPORTING QUALITY EMPLOYMENT SOLUTIONS

REPORT OF THE NEBRASKA

State Rehabilitation Council

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State Rehabilitation Council

Nebraska Department of Education

December, 2003

To the Citizens of the State of Nebraska:

The Nebraska SRC has worked closely with Vocational Rehabilitation (VR) to improve employment opportunities for those who experience disabilities. This has been a year of challenge and change for the SRC and VR. With the state facing major revenue shortages, the VR budget also faced modifications. However, with good management, VR was able to maintain their level of services.

At the request of the SRC, VR presented on a number of topics. One of these was Making it Work, a publication for parents of transition students. Another was the Transition Planner, a guide for schools concerning VR services. Also the Self Exploration Notebook, standardizing the process for VR services. In addition, there were presentations on staff classifications, staff retention, Ticket to Work, One-Stop Centers, and the Easter Seals grant for benefit analysis.

Working in partnership with Vocational Rehabilitation, the Council developed and reviewed the state goals and assisted in the preparation of the State Plan. In addition to monitoring surveys, reports, and legislation, we also provided input on and/or made recommendations to Nebraska VR this past year:

1. The SRC formally approved the changes proposed by the agency to Rule 72.
We continue to assess the impact the changes have on consumers.
2. The SRC directed VR to ask area administrators to address each office on the importance of customer service as it relates to returning phone calls and updating voice mail. The council supported the customer service initiative implemented by VR.
3. Because of the State revenue shortfall, the SRC sent a letter to the Governor and all State Senators asking that they keep the VR budget intact.

In the coming year the Council will monitor changes as they occur and encourage VR as they facilitate the transition of secondary students and implement the improved IPE process, thus improving employment outcomes for clients. With the dedication of the SRC and the knowledge of VR, we will diligently work together to improve the quality of life and economic outcome for people with disabilities in Nebraska.

Best regards,

Susan L. Gieschen

Susan L Gieschen, Chairperson
Nebraska State Rehabilitation Council

“One thing I really liked about Voc Rehab, was that they actually sat down and listened to me.”

Stacy Rushton
Offutt Air Force Base



Stacy Rushton refuses to allow her Dyslexia to limit her opportunities.

Vocational Rehabilitation was an instrumental agency for Stacy. They provided the necessary Disability Determination she needed to become eligible for her job as a graphic artist at Offutt Air Force Base. Reaching this goal was a real challenge. Throughout her youth and adulthood, she dealt with ignorance concerning her disability.

Stacy knew that she needed added support. With her education complete, she was ready to tackle the workforce. Vocational Rehabilitation was there for her. They supported and encouraged Stacy, helping her when she needed it.

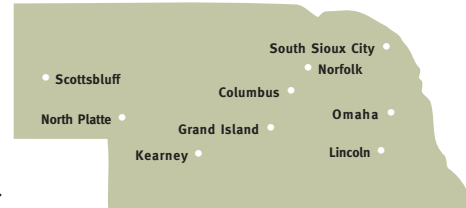
Message from Frank C. Lloyd

Director of Vocational Rehabilitation

Putting Our Customer Service Values Into Action

Successful organizations find meaningful ways to integrate customer service values into daily operation. They understand the power of these values to move the organization toward its goals. Unfortunately, many organizations invest a significant amount of time formulating their customer service values statement but fail to act on these values. Consequently, the values have little impact in shaping the organization and helping it achieve its goals.

An organization may conduct a series of focus groups and staff meetings to formulate the statements that reflect enduring customer service values for the organization. Once the statements are negotiated and published they can get lost in the demands of a heavy workload. Values statements often represent the best of an organization's idealism.



Vocational Rehabilitation Office Locations

These value statements, however, are meaningless unless they effectively merge with daily operations.

A few years ago I was talking with the CEO of a company about proposed customer service changes. In the course of the conversation I asked the CEO if they had developed a customer service policy. He said proudly, “Oh, yes! Last year we took all of our leadership on a week-end trip and hammered one out in two days.”

I asked him if he could tell me about the policy and I heard the CEO holler out as he muffled the phone with his hand, “Hey, Ethel, where did we file that customer service statement?”

NEBRASKA VOCATIONAL REHABILITATION EMPLOYMENT PROGRAM 2003

Employment Program	# people
Applied for services	4,050
Eligible for services	3,594
Started services	2,377
Received services	5,455
Successful Employment	1,437
Continuing in Services	2,956
Success Rate	57%

Transition Program

Successful Transition	166
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Employment Warranty

Successful Warranty	368
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Fortunately, I don't think this CEO was typical. But, the story does illustrate what can happen when a well formulated customer service statement is not integrated into the on-going operation of the organization. It gets lost in the organization's archives of unrealized best intentions.

A customer service values statement can be a powerful tool in helping an organization achieve its goals, but the statement must be implemented into daily staff activity.

This past year our Customer Service Committee with extensive input from staff and consumers, developed the following customer service statement:

SUCCESS STORY

Nebraska Vocational Rehabilitation is dedicated to Quality Employment Solutions for individuals with disabilities.

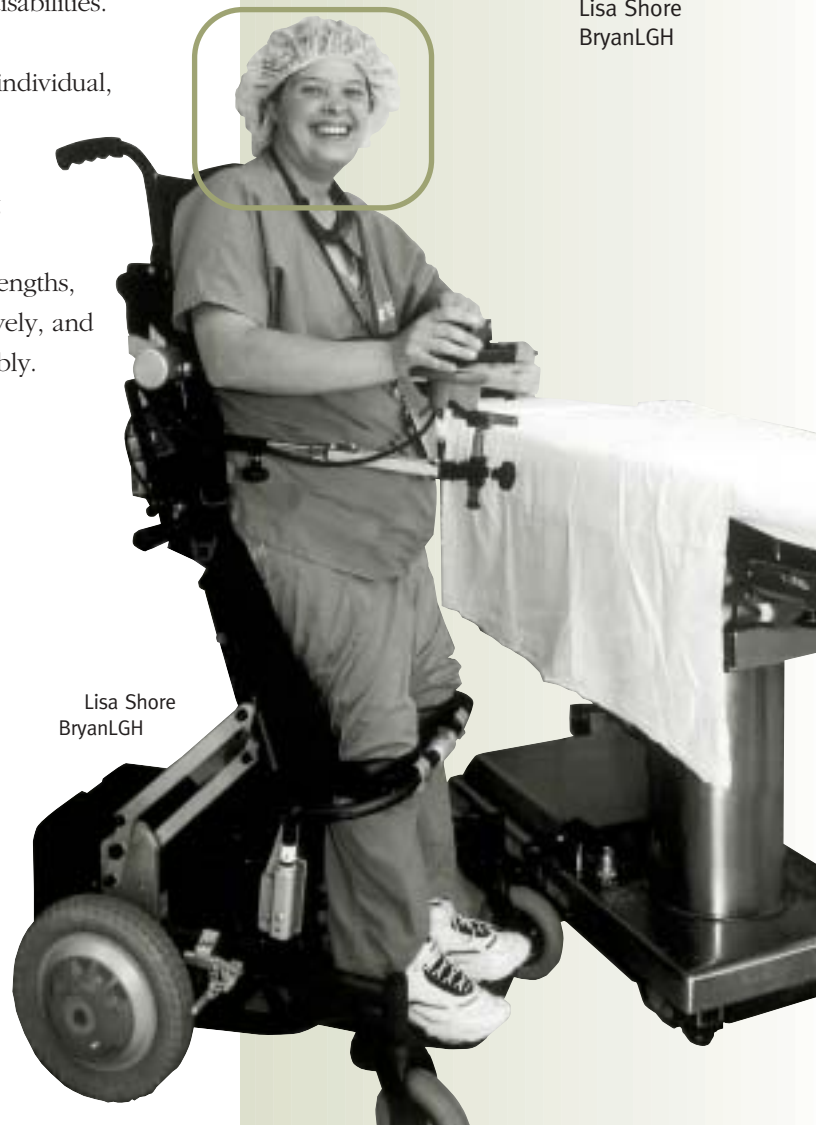
We empower by:

- Respecting the individual,
- Appreciating differences,
- Communicating effectively,
- Focusing on strengths,
- Thinking creatively, and
- Acting responsibly.

Lisa Shore works competently and efficiently as a Surgical Technician, in a job where those qualities are vital. Even after a car accident in October of 2001 left Lisa with a spinal cord injury, she was able to return to her job at Bryan Hospital. The ultimate result of Lisa working with Debra Jenkins at Vocational Rehabilitation was a standing wheelchair that raised Lisa to the height of the operating table. Modifications were also made to Lisa's vehicle so that she could commute daily from Wilber. Voc Rehab funded these necessary tools so Lisa could achieve her independence.

"If it weren't for them, I wouldn't be where I am now."

Lisa Shore
BryanLGH



Lisa Shore
BryanLGH

Message...

SUCCESS STORY

“Paige was an instrumental person in helping Chris accomplish his goals...”

Jennifer Bartels
Chris Bartels' Mother

Chris Bartels, who has a learning disability, had good communication skills, will power, a positive attitude and his future was bright. Chris was attending Tecumseh High School and made the decision to start securing his future. He met with Paige Rose Merrifield at Vocational Rehabilitation in Lincoln as a transition student. They sat down and decided on an appropriate plan. In no time at all, Chris had graduated and was successfully placed with Fowler Custom Homes. He is now the foreman of his siding crew and he “loves it a lot.” Chris also receives wonderful benefits.

John Hauck at Fowler Custom Homes feels that Chris is happy and has a bright future there. “I hope he sticks around,” John said. “We like having him here.”

Chris Bartels
Fowler Custom Homes

The committee also affirmed that these values must guide our relationships with consumers. They must also direct our interactions with staff, and our external customers including employers, service providers and other community contacts.

The challenge is now before us. How do we continue to foster a work environment where these important values find meaningful expression in our daily operation? If an organization is to be successful, it must focus attention on at least four broad areas of operation: **Vision, Relationships,**

Action, and Performance.

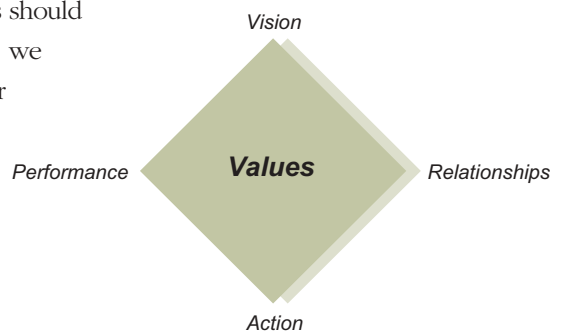
Thus, if we are looking for areas where our customer service values should be expressed, we must consider these four broad areas.

We then must:

1. Decide where we are going – **Vision**,
2. Decide how we will work together along the way – **Relationships**,
3. Develop plans for moving forward – **Action**, and
4. Measure our outcomes to determine if we are meeting our goal – **Performance**.

Our customer service values must fuse with and influence each of these major dimensions of the organization as illustrated in the model below.

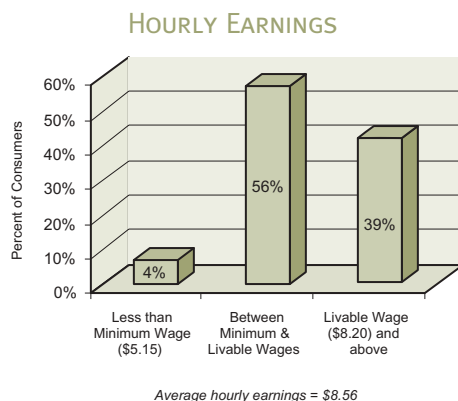
The work before us is to assure these customer service values live at the core of our program and influence our actions in the four key areas of operation.



Here are some examples.

Vision – Agency leadership with input from many internal and external stakeholders set the direction for the program. They set the vision that determines where we are going and why. They consider the big picture, the long-term directions, and how the organization can capture emerging opportunities.

Leadership and our vision are critical to assure that the organization stays focused on its mission so consumers will have access to better jobs, better pay, benefits, community supports and opportunities for career advancement. Our customer service values help leadership keep us moving in the right directions. For example, our vision of the Employment Warranty Program emerged in response to the needs of consumers.

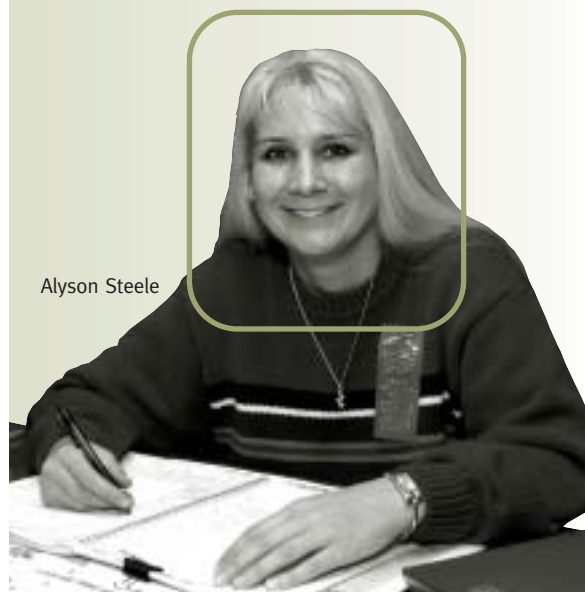


Many consumers needed long-term support to maintain employment because of the cyclical nature of their disabilities.

Clearly the Employment Warranty program with its focus on job stability and career advancement supports our values of respecting the individual, appreciating individual differences and focusing on strengths.

“Whenever I had problems...they were always there to help me...They made me see the light at the end of the tunnel.”

Alyson Steele
Clay Center Public School



Alyson Steele

Today, Alyson Steele is coaching sports and teaching art to a wide variety of students at Clay Center Public Schools. However, not so long ago, in the spring of 1997, she was in a hospital, recovering from a Traumatic Brain Injury. A Vocational Rehabilitation counselor approached her and offered to help. Alyson accepted. She had to overcome some daunting obstacles. Alyson relearned many basic life and intellectual skills. Voc Rehab helped to send Alyson to school to finish her teaching degree just three months after her accident and she has flourished. This busy teacher is now an integral part of her school.

Message...

SUCCESS STORY

“I met some fantastic people who were very supportive and encouraging.”

Zuri
Abendmusik:Lincoln

For the last five years, and with the assistance of Vocational Rehabilitation, Zuri has been working in an environment she loves. She has struggled with Post Traumatic Stress Disorder, depression, and other related illnesses. This talented vocalist is a secretary for Abendmusik: Lincoln. The program invites artists and ensembles from all over the world to be a part of their concert series. Zuri also sings with the First Plymouth choir. Zuri is excited about what the future might hold for her. To reach these goals, she has utilized the services of Vocational Rehabilitation, and the friendship and knowledge of her Voc Rehab counselor, Mary Balaski.

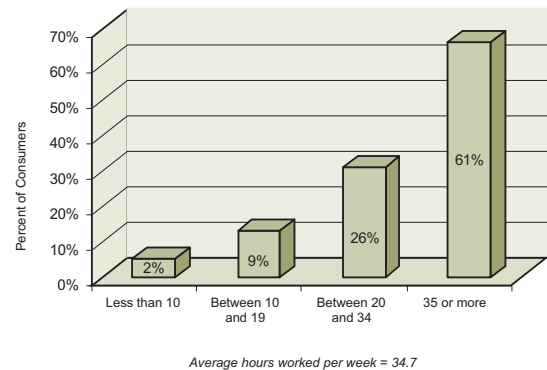


The vision of our Transition Program is to help students graduate at an age appropriate time, proceed to post-secondary educational opportunities or enter competitive employment and achieve independent living in the community.

This vision is supported by encouraging early vocational planning, sharing resources and promoting community work activities.

These include employer tours, job shadowing and work experience. These activities are driven by strong values to respect the student, appreciate their unique strengths, think of creative ways to leverage scarce resources, and act in responsible ways to bring needed change.

HOURS WORKED PER WEEK



Relationships – This area of operation is about how we will interact with staff and others to accomplish our goals. Since our staff work in teams, learning to develop effective relationships inside and outside the organization is critical to our success. Although individual staff is accountable for their work activity, the key success factors for our organization, such as the number of consumers employed, how much they earn, etc. is the responsibility of each employment team.

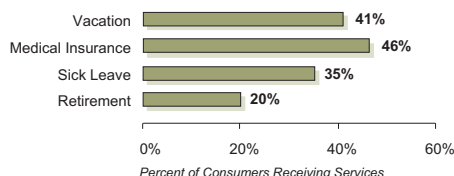
Zuri
Abendmusik:Lincoln

It is impossible for individual staff to operate in a vacuum and be successful in their work. This intensifies the need for positive working relationships. The six value statements are heavily focused on relationships. The team and relationship dimension of our program will provide numerous opportunities to implement the six value statements.

For example, relationships are always strengthened when we respect the other person, appreciate their unique differences, seek to understand them by communicating effectively, and acknowledging their strengths.

Action – This area helps us answer the question: What actions should we take to assure that we would be successful in reaching our goals? This is the planning and process management part of the operation. This is where we set standards to assure that consumer confidentiality is protected, that informed choice is assured for the consumer, that timely service and best practice are likely to occur for consumers.

FRINGE BENEFITS



“I met with Troy and his parents to make sure he likes his job and it’s going well...”
“They’re very proud...”

Connie Thiessen
Vocational Rehabilitation

When Troy Fitzgerald was a high school student, he decided to work with Vocational Rehabilitation in Lincoln. Troy has a learning disability, so Voc Rehab worked with him in some important areas. They gave him tips on proper hygiene and dress. Voc Rehab also worked with Troy on applications, cover letters, and thank you letters. Interviewing skills were also a vital focus. When Troy graduated he landed a job at Lancaster Manor as a Building Cleaner. Voc Rehab continued to monitor his progress and work with him. A job coach was assigned to help show him the ropes. Now, Troy is well liked and loves his job.



SUCCESS STORY

Troy Fitzgerald
Lancaster Manor

Message...



Dennis Fiedler
Fiedler and Sons, Inc.

“I can’t thank them enough for what they’ve done. I’m just so appreciative.”

Dennis Fiedler
Fiedler and Sons, Inc.

Dennis Fiedler simply wished to do his life’s work without pain. This gifted jeweler had been working with gems for a long time, dealing the best he could with his disability, Brittle Bone Disease. The disease made it painful for Dennis to do his intricate work, so he went to Voc Rehab in Grand Island. His counselor, Jeff Burke, approached Assistive Technology Partnership. They worked with Roxanne Rowley and ATP’s program, Solutions on Site. They found tools that would allow Dennis to continue doing his work pain free. Voc Rehab agreed to fund the assistive devices, and now Dennis is working to keep up with his sons, who followed their father’s lead and became third generation jewelers.

While vision, leadership, and productive relationships are critical, it is responsible action that makes things happen for the consumer.

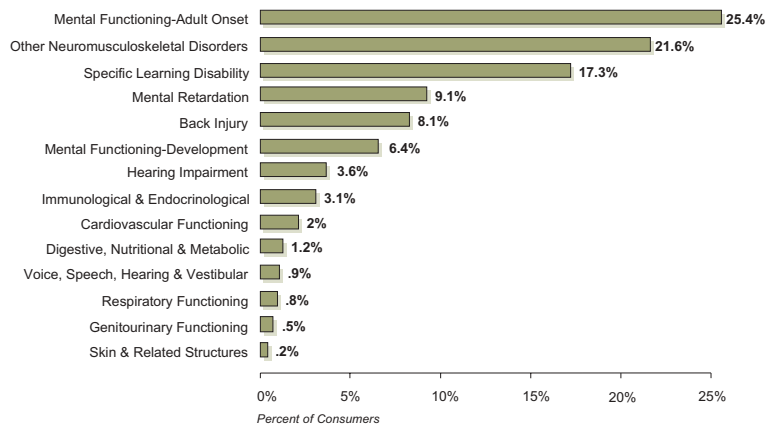
Therefore, standards, best practice, planning and process management must be influenced by our customer service values. We must be assured that our standards and processes create an environment where consumer differences can be appreciated - not seen as a barrier.

Will we be able to effectively communicate our processes to consumers so they will feel respected and see the value of self-exploration, making informed choices and taking responsible action to reach their goal?

Performance – This area helps us look at what is occurring in the organization. It helps us determine what progress we are making toward our goals.

This is the bottom line in an organization. We may have an inspiring vision, positive relationships with staff and others, and be very busy in carrying out their plans and processes.

LEADING CAUSES OF IMPAIRMENT



But, all of this is meaningless if consumers don't get better jobs, and better pay with access to benefits, job stability and advancement possibilities. It is not just the numbers that are important.

Our performance must clearly reflect respect for the individual, an appreciation for their differences, and a solid daily application of the other customer service values.

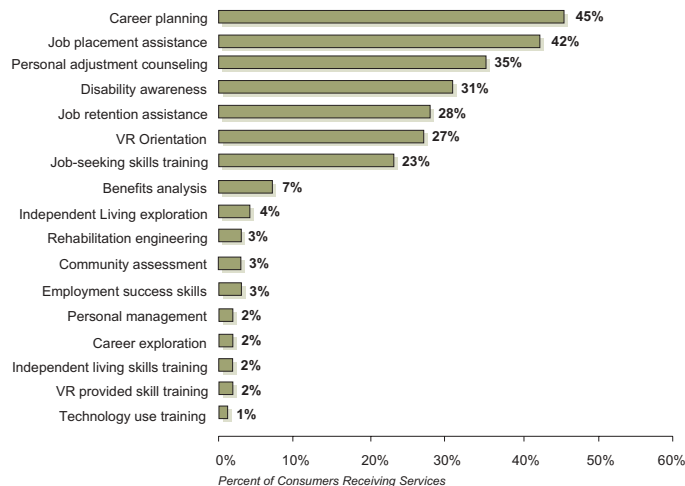
SUCCESS STORY

"I've never been so happy in my life."

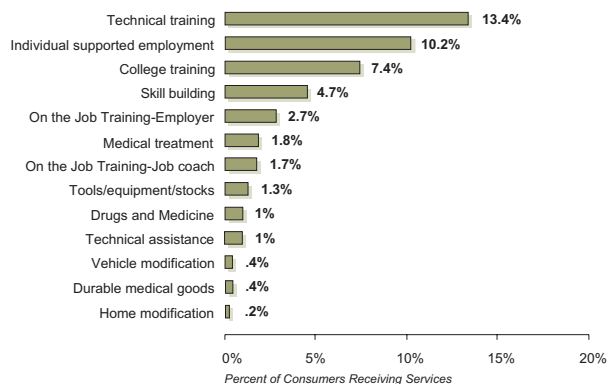
Nicole Collier
Nicola's Restaurant

Nicole Collier wasn't sure what she wanted to do after leaving a job in graphic design until she contacted Voc Rehab. She worked with Cyndi Muhlbauer to better define her interests. She had a well rounded education and experience. Ultimately, Nicole decided that she wanted to own her own business. She worked with Cyndi and business consultant Wayne Miller to understand what it would take to become an entrepreneur. When the restaurant where she was working as a waitress was put on the market, Nicole knew what she wanted. It wasn't easy, but now Nicole is the owner of the downtown Omaha restaurant, Nicola's. She is an inspiration.

SERVICES PROVIDED BY VOCATIONAL REHABILITATION STAFF



SERVICES PROVIDED BY COMMUNITY AGENCIES AND PROGRAMS



Nicole Collier
Nicola's

Message...

“She helped me by talking to me and asked what I was interested in.”

Gretchen Hamilton
University of Nebraska-Lincoln

Gretchen Hamilton
UNL-Lincoln
Food Service



Gretchen Hamilton is a cheerful young woman who works in food service at the University of Nebraska. As a high school student, she worked with Vocational Rehabilitation in the transition program. Gretchen has a mild mental handicap and, though very capable, needs help sometimes.

At Voc Rehab, they worked on Gretchen's life skills and tried to find a job she might enjoy. She ultimately wound up at UNL East Campus in food service and loves it. She enjoys working with the students there. Gretchen is motivated and ambitious.

She continues to work hard and is very complimentary of Voc Rehab and her counselor, Cindy Howden.

It is sometimes tempting to believe that we have to sacrifice quality performance to reach higher numbers of employment outcomes.

However, in practice we improve our quantity and quality performance when we empower consumers and staff by respecting the individual, appreciating their differences, communicating effectively, focusing on strengths, thinking creatively by exploring a variety of possibilities, and acting in responsible ways.

OCCUPATIONS AND EARNINGS

Occupations	Percent	Average Hourly Earnings
Service	37.6%	\$6.73
Sales	12.1%	\$7.14
Office Support	11.4%	\$7.67
Professional	11.3%	\$11.52
Production	8.7%	\$8.47
Transportation and Material Moving	6.4%	\$8.37
Installation, Maintenance and Repair	4.4%	\$8.98
Construction and Extraction	3.3%	\$9.13
Management, Business and Finance	2.9%	\$10.33
Farming, Fishing and Forestry	2.5%	\$7.33

This will balance consumer needs and interests with program parameters and resource constraints.

This year we will continue to explore activities that will help us:

1. Realize our vision for the Transition Program, Employment Warranty Program and other emerging opportunities,

2. Continue to foster a work environment that supports positive team relationships, focusing on the needs of consumers and the unique strengths of staff,

3. Continue to refine our processes and standards that support best practice in job planning and placement, and

4. Evaluate our performance in employment outcomes, consumer satisfaction, and efficient and equitable distribution of resources.

Clearly our continuous improvement in the areas of

1. leadership,
2. relationships,
3. action and
4. performance,
will be advanced in positive ways as we put our customer service values into action.

2003 PERFORMANCE ON FEDERAL STANDARDS

	Federal Standard	Voc Rehab FY2003	Rating
Increased number of employment outcomes	Equal or Increase	-54 Consumers	Below Federal Standards
Percent achieving employment outcome	55.80%	57.53%	Above Federal Standards
Percent with earnings above minimum wage	72.60%	96.52%	Above Federal Standards
Percent with significant disabilities	62.00%	100.00%	Above Federal Standards
Ratio of average earnings to state average earnings	0.52%	0.59%	Above Federal Standards
Increase in percent whose income is largest source of support	53.00%	59.24%	Above Federal Standards
Minority Access	0.80%	0.81%	Above Federal Standards

“... they would call me periodically just to see how things were going and if there was anything else I needed.”

Alan Olsen
Darnall Feedlot

Even a 105-foot fall and traumatic, life threatening injuries couldn't break the spirit and determination of Alan Olsen. After the accident, Vocational Rehabilitation was there to provide financial support and encouragement. This enabled Alan to return to school and finish a degree in Business Administration. Ultimately, he was offered a job at Darnall Feedlot in record keeping. Assistive Technology Partnership assessed the worksite and determined that Alan would need some accommodations. His new employer was extremely cooperative and agreed to do the labor. Voc Rehab funded the necessary modifications, and Alan was set.

Alan Olsen
Darnall Feedlot



"If you can put somebody back in the job force that's just the finest thing you can do."

William Altwine
Altwine Electric Motors

SUCCESS STORY

William Altwine spent two years unable to work after an accident that injured his back. This on-the-go, career-oriented man didn't know what to do with his life... until he discovered Vocational Rehabilitation in Norfolk. Bill had memories of a previous career and it struck his fancy. In the 1980's, Bill worked as a mechanic and he knew that he still possessed those skills. So with the help of Vocational Rehabilitation and Assistive Technology Partnership, Bill began his own business. Voc Rehab was able to help him with the particulars of setting up a business and fund some equipment that would be necessary for Altwine to run a successful enterprise. Now, William Altwine is doing great.



William Altwine
Altwine Electric Motors

Annual Program Costs

	Cost of Program
Administration	\$2,361,485.00

CLIENT SERVICES

	Cost of Program
Provided by VR Staff	\$9,711,515.00
Purchased from Community Rehab Programs	\$1,789,186.00
Purchased from Other Vendors	\$3,149,152.00
All other Client Services	\$486,333.00
Total	\$15,136,186.00

PURCHASED FOR CLIENTS

	Cost of Program
Assessment	\$198,000.00
Higher Education	\$1,307,641.00
Miscellaneous Training	\$2,145,058.00
Maintenance	\$92,992.00
Personal Assistance Services	\$23,947.00
Transportation	\$150,185.00
Rehabilitation Technology Services	\$761,038.00
Small Business Enterprise	\$153,067.00
All Other Services	\$655,424.00
Total	\$4,938,337.00

SRC Committee Reports

Interagency Committee

The Interagency Committee continued efforts this year to improve communication and coordination with other agencies. This sub-committee has continued to consider information on Workforce Investment Act efforts to ensure Council members are informed regarding this statewide effort. The committee also received updates regarding the state's Ticket to Work status, pending activities to implement the Ticket, and its potential impact on the state VR agency.

The committee has also maintained close coordination with the State Independent Living Council (SILC). Updates have been provided on VR's Transition from School to Work efforts and coordination with secondary schools. The Interagency Committee has also accepted the responsibility of reviewing the Council's Annual Report.

During this past year, the Committee continued activities on the survey of agencies. This survey was mailed to referring agencies seeking information regarding their understanding of VR and the organization's assessment of their relationship with VR. A high percentage of the surveys were returned, and a data analysis is being completed. Once the data analysis is completed, a summary report will be prepared for the full Council for their consideration.

Another important goal of the Interagency Committee was to analyze referral and employment data from the state agency. The Committee began to analyze referrals by referral source, and to compare that to employment outcomes by referral source. The Committee analyzed the data and sent a report, with recommendations, to the full Council.

"...it is indeed admirable to see her blending her roles as a mother, wife and employee and being such an exemplary individual..."

Shobha Ayyappan
Vocational Rehabilitation

SUCCESS STORY

Pat LaMere loves her position at Together Inc. in Omaha. She helps those in need of assistance even as Vocational Rehabilitation once helped her. Pat is quadriplegic, but it never slows her down. After raising her children, Pat decided to re-enter the workforce. She knew that she wanted to help others, so she started working for Together Inc. as a volunteer. Voc Rehab provided bus tickets for her transportation. Soon, Pat was a part-time employee and now she enjoys a full-time position in their clothing store. She has accomplished so much. Voc Rehab was able to help her obtain her driver's license and fund a few modifications to her vehicle, so that Pat doesn't have to rely

on anyone else for transportation.



SRC Committee Reports

CONSUMERS SERVED BY LEGISLATIVE DISTRICT

District	Total	Percent
1	108	1.5
2	73	1.0
3	57	0.8
4	53	0.7
5	62	0.9
6	86	1.2
7	141	2.0
8	99	1.4
9	168	2.4
10	82	1.2
11	244	3.4
12	61	0.9
13	90	1.3
14	37	0.5
15	92	1.3
16	95	1.3
17	118	1.7
18	224	3.1
19	384	5.4
20	67	0.9
21	89	1.3
22	193	2.7
23	131	1.8
24	154	2.2
25	104	1.5
26	108	1.5
27	137	1.9
28	438	6.2
29	150	2.1
30	124	1.7
31	38	0.5
32	153	2.2
33	377	5.3
34	144	2.0
35	401	5.6
36	170	2.4
37	272	3.8
38	166	2.3
39	49	0.7
40	169	2.4
41	140	2.0
42	154	2.2
43	153	2.2
44	91	1.3
45	98	1.4
46	98	1.4
47	110	1.5
48	233	3.3
49	138	1.9

The Council submitted these recommendations to the state VR agency for their consideration, and the state agency implemented some of the recommendations.

For those recommendations that were not implemented, a rationale was provided.

Strategic Issues Committee

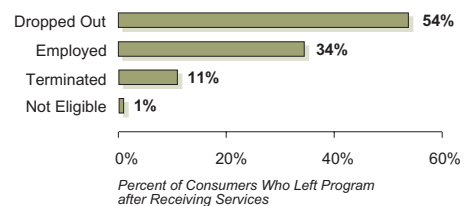
The Strategic Issues Committee works to identify and review external influences that will impact employment for persons with disabilities and then recommends appropriate action to enhance the likelihood of enhanced employment opportunities for persons with disabilities.

During the last year, based on the Strategic Issues Committee's recommendations,

Vocational Rehabilitation has:

- Contracted with Easter Seals to provide for benefits analysis for consumers;
- Provided training to VR staff on available work incentives;
- Revised the VR service delivery system to reflect the needs that exist by shifting of personnel to reflect the demand for services in geographic areas of the state;
- Developed a publication that provides more information on transition services for students with disabilities and their parents; and
- Designated a representative to participate in the Medicaid Infrastructure Grant Advisory Board to provide input on strategies to revise the Medicaid system to facilitate employment.

OUTCOMES



Client Services and Satisfaction Committee

The Client Services and Satisfaction Committee continued its role of reviewing Vocational Rehabilitation service delivery.

This year's focus was on Employment Warranty Process and the Back End Process.

1. Employment Warranty Program- (EW) The committee looked at the process and was provided with the timeline for EW contact and examples of the phone scripts or letters used.

The committee developed a letter for each contact milestone. The committee recommendations to the SRC for Employment Warranty follow up were:

- A phone call is the preferred method of contact.
- Use the drafts of suggested contact letters.

2. The Voc Rehab newly implemented standards for the Back End Process— Judy Vohland, Area Administrator for Grand Island, presented to the committee. After discussion and review, the recommendations to the SRC were:

- Support the VR standards and best practices
- Provide this committee with reports as additional changes are implemented.

The Client Services and Satisfaction committee will continue to receive feedback and monitor the EW program, Back End Process, and any other client service concerns as they arise.

CUSTOMER SERVICE VALUES

Nebraska Vocational Rehabilitation is dedicated to quality employment solutions for individuals with disabilities.

We empower by:

Respecting the individual.

Appreciating differences.

Communicating effectively.

Focusing on strengths.

Thinking creatively.

Acting responsibly.

State Rehabilitation Council Members

October 1, 2002—September 30, 2003

CONTACT INFORMATION:

The State Rehabilitation Council (SRC) values the input and involvement of all citizens in Nebraska regarding rehabilitation services. All SRC meetings are open to the public and are a great opportunity for the public to voice concerns.

MEETINGS:

Meeting dates, times and locations are posted on the Vocational Rehabilitation web site at voc.rehab.state.ne.us.

WRITE:

State Rehabilitation Council Chairperson
Nebraska Department of Education
301 Centennial Mall South
P.O. Box 94987
Lincoln, NE 68509

CALL:

402.471.6301
800.742.7594 (V/TTY)

FAX:

402.471.0788

Pamela Berger

Omaha
Business

Sharon Bloechle

Omaha
Consumer/Advocate

Mary Dale Christensen

Omaha
Parent Training Center/Consumer

Eileen Curry

Lincoln
Business/Consumer

Alvin Fox

McCool Junction
Business/Consumer

Susan Gieschen

Ogallala
Business

Kay Grone

Central City
Consumer

Sandy Ham

Lincoln
Consumer

Michelle Hultine

Hastings
Community Rehabilitation Service
Provider/Business/Consumer

Dave Jelinek

Grand Island
Vocational Rehabilitation
Counselor/Consumer

Tim Kolb

Franklin
Consumer

Regina Littlebeaver

Winnebago
State Workforce Investment Board

Frank Lloyd

Lincoln
Vocational Rehabilitation Director

Kris Nolan Brown

Grand Island
Community Rehabilitation
Service Provider

Victoria Rasmussen

Lincoln
Client Assistance Program

Mark Schultz

Lincoln
Assistive Technology Project

Jack Shepard

Omaha
Department of Education/
Special Populations

Carla Sorensen

Lincoln
Health and Human Services

Merwyn Vavrina

Lincoln
Consumer

STATE REHABILITATION COUNCIL

Department of Education

State of Nebraska

P.O. Box 94987

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